

**COUNTY OF MILWAUKEE**  
INTEROFFICE COMMUNICATION

**DATE:** November 6, 2015

**TO:** Theodore Lipscomb, Sr., Chairman, Milwaukee County Board of Supervisors

**FROM:** Héctor Colón, Director, Department of Health and Human Services  
*Prepared by: Dennis Buesing, Administrator, DHHS Contract Services,  
B. Thomas Wanta, Administrator, Delinquency and Court Services Division, and  
James Mathy, Administrator, Housing Division*

**SUBJECT:** **Report from the Director, Department of Health and Human Services, requesting authorization to enter into 2016 professional services contracts for the Management Services Division, Delinquency and Court Services Division, and the Housing Division**

**Issue**

Pursuant to Section 56.30 of the Milwaukee County Code of General Ordinances, the Director of the Department of Health and Human Services (DHHS), is requesting authorization to enter into 2016 professional services contracts with community organizations for Juvenile Detention Medical and Psychiatric Nursing Services, Management Consulting Services, and Continuum of Care Administration in the amount of \$686,208.

***Fiscal Management Services***

**Background**

Each year, DHHS enters into purchase contracts and fee-for-service agreements with a wide variety of community agencies for the provision of human services totaling over a hundred million dollars. As required by federal and state guidelines, DHHS is required to conduct various forms of subrecipient and provider monitoring. The County would face a significant loss of federal and state revenue if it failed to adequately monitor state and federally funded programs.

DHHS' 2016 budget includes \$176,904 for fiscal management services to monitoring subrecipient and Children's Long Term Support (CLTS) provider network contracts for the Management Services and Disabilities Services Divisions and to enhance Medicaid Waiver fiscal management in order to maximize the department's ability to draw down State and Federal revenue.

In order to perform these services effectively, it was determined that DHHS needed to secure a professional fiscal management firm with experience and expertise in governmental accounting. In 2013, the DHHS Management Services Division initiated a Request for Proposals (RFP) for fiscal

services to provide monitoring services of provider agencies and to enhance Children’s Long Term Support Medicaid Waivers administration and fiscal management. The RFP contained provisions for a one-year contract with two, one-year options to renew the contract in subsequent years. The applicant recommended for the contract was Quick Financial Solutions, LLC, a Certified Disadvantaged Business Enterprise (DBE).

**Discussion**

Service responsibilities will include the State’s Medicaid Waivers program and prior authorization, claims processing as administered by the State’s Third Part Administrator (TPA) for DSD’s CLTS Program and monitoring of subrecipient and network provider contracts. Processing of accurate and timely prior authorizations for participating children and ongoing monitoring of the program are crucial to CLTS clients receiving vital services, provider agencies receiving prompt reimbursement for their claims and essential to DSD’s ability to maximize its draw down of Medicaid revenue.

Professional services will include analysis and review of the components of the CLTS Medicaid Waivers program and CLTS TPA claims processing, creation and submission of client service authorizations and preparation of monitoring and reporting tools that aid department fiscal and program staff in the management of the CLTS Medicaid Waivers program as well as measures and reports that help evaluate the effectiveness and efficiency of these activities.

Approval of this contract recommendation will allow the Department to maintain its required review and monitoring of provider activities and enhance Children’s Long Term Support Medicaid Waivers fiscal management and maximize DSD’s ability to draw down state and federal revenue.

<b>Service</b>	<b>Provider</b>	<b>2016 Allocation</b>
Fiscal Management Services	Quick Financial Solutions	\$176,904

***Workforce Engagement and Program Development***

**Background**

DHHS’ 2016 budget includes funding for Consulting and Workforce Engagement services to maximize the Department’s ability to reach and serve residents. In 2015, DHHS embarked on a strategic planning process to improve operations, strengthen the workplace environment, enhance employee recruitment and retention, and increase workforce engagement and communications. This contract supports continuation of work initiated in 2015 and therefore an RFP was not issued.

**Discussion**

In order to implement workforce engagement areas of the strategic plan recommendations effectively and develop operational efficiencies to support programming, it was determined that DHHS needed to secure a professional consulting firm with experience and expertise in the areas of workforce engagement, program development and management consulting. Building targeted programs, a sustainable infrastructure and measurable processes with milestones is crucial to the Department's ability achieve its workforce engagement goals, develop talent and deliver high quality services to the residents we work with.

The need for these services is due to a number of factors including the need to recruit and retain talented employees in an increasingly competitive environment, enhance the skills of employees, improve customer service and the reach of DHHS programs. Professional services include survey development and analysis, strategic program development, streamlined technology and information-sharing, metrics tracking, monitoring and reporting to aid department staff in the management of the programs as well as measures and reports that help evaluate the effectiveness and efficiency of activities.

This professional services contract is necessary to develop this function and a sustainable, ongoing infrastructure. Upon completion and implementation, the contractor will assist DHHS in the transition and training of staff. Approval of this contract recommendation will allow the Department to enhance operations, engage and grow employees and more efficiently deliver services.

This professional services contract reflects an amount of \$140,000 for the period of for January 1, 2016 through December 31, 2016.

<b>Service</b>	<b>Provider</b>	<b>2016 Allocation</b>
Workforce Engagement and Program Development	Kane Communications Group	\$140,000

***Detention Physician and Medical Services***

An RFP was issued in 2014 for this service for a three-year renewable contract beginning in 2015. The Medical College of Wisconsin (MCW) was selected and is responsible for medically screening youth admitted to the secure detention center facility. Physicals are also given to juveniles that remain in detention for more than 24 hours, along with any necessary follow-up care. This contract provides 29 hours of coverage per week (Monday through Friday) consisting of 24 hours of coverage by a nurse practitioner and five hours of coverage by a physician. MCW has exceeded the DBE goal in the past and DCSD anticipates the same for 2016.

DCSD intends to enter into a professional service contract with the Medical College of Wisconsin in the amount of \$153,844 for the period of for January 1, 2016 through December 31, 2016.

<b>Service</b>	<b>Provider</b>	<b>2016 Allocation</b>
Detention Physician and Medical Services	The Medical College of Wisconsin	\$153,844

***Detention Psychiatric Nursing Services***

An RFP was issued in 2014 for this service for a three-year renewable contract beginning in 2015. Alternatives in Psychological Consultation (APC) was selected and is responsible for the provision of 80 hours of coverage per week, seven days per week, consisting of psychiatric nursing services, mental health screenings, and follow-up services as necessary for youth in the secure detention facility.

In order to increase utilization, APC increased DBE spending under additional DHHS purchase of service contracts that are not subject to the DBE goal. The CDBP agreed to this arrangement in 2013. APC informed DHHS that it successfully submitted an application to obtain Small Business Enterprise (SBE certification) and this certification was achieved in 2014.

DCSD intends to enter into a professional service contract with APC in the amount of \$165,460 for the period of for January 1, 2016 through December 31, 2016.

<b>Service</b>	<b>Provider</b>	<b>2016 Allocation</b>
Detention Psychiatric Nursing Services	Alternatives in Psychological Consultation	\$165,460

***Milwaukee Continuum of Care Administration***

DHHS' Housing Division seeks to continue Milwaukee County's support of the Milwaukee Continuum of Care through a contribution to its Lead Agency, the City of Milwaukee. Since 1994, Housing and Urban Development (HUD) has required each community to come together to submit a single comprehensive Continuum of Care application rather than allowing applications from individual providers in a community. HUD's intent in creating this structured application process was to stimulate community-wide planning and coordination of programs for individuals and families who are homeless. This contract assists in the funding of staff as well as the production of the annual HUD application for homeless funds throughout Milwaukee County.

The professional services contract reflects an amount of \$50,000 for the period of for January 1, 2016 through December 31, 2016.

Service	Provider	2016 Allocation
Continuum of Care Administration	City of Milwaukee	\$50,000

**Recommendation**

It is recommended that the Milwaukee County Board of Supervisors authorize the Director, DHHS, or his designee, to execute the professional services agreements in the amount of \$686,208 with the organizations as identified in this report and for the amounts and terms enumerated in the attached resolution.

**Fiscal Effect**

There is no budgetary impact associated with this request, as funding for this contract is included in the 2016 Budget. A fiscal note form is attached.



Héctor Colón, Director  
Department of Health and Human Services

- cc: County Executive Chris Abele
- Raisa Koltun, County Executive's Office
- Kelly Bablitch, County Board
- County Supervisor Peggy Romo-West, County Board
- Teig Whaley-Smith, Director, DAS
- Steve Kreklow, Director, Office of Performance, Strategy & Budget
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